



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: March 10, 2011

HSS 11-042

Alzheimer's Adult Day Service

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: March 31, 2011

By 11:00 am Local Time

ADDENDUM # 2 – Questions & Answers

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED
RFP.

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Procurement Administrator

Franklin Jones
Division Contact

Alzheimer's Adult Day Service – RFP HSS 11-042
Questions & Answers

1. Will each selected provider be required to have at least one upstate and one downstate location for services (i.e. two locations for each provider?)
No. Prospective providers are not required to have two (2) locations to bid for this RFP; however the Division of Services for Aging & Adults with Physical Disabilities (DSAAPD) will assure statewide coverage for this service through multiple individual provider locations or multiple contracted providers.
2. Will the funding for this program be through the Older Americans Act (Title III) or through SSBG? If funded through Title III, what is the required match %? Will program income (participant donations) be required?
Funding for this program will be 100% state funded and not require match dollars.
3. With regard to service eligibility section 6.1.6, who determines whether or not the participant “is unable to be left at home alone”?
The DSAAPD Planning department has recognized this statement as unnecessary and has removed it from the Service Specifications. Section 6.1.6 of attachment A, page 76, has been herby revised to remove the statement of “must be unable to be left home alone”.
4. With regard to Appendix F: If the organization applying for the RFP is not a Minority and Women Business Enterprise, must this blank form be included with the Proposal submission anyway?
Yes, this form should still be submitted with an indication by the bidder that the form is not applicable to their organization
5. What, if any, expenses are not allowable for the budget proposal?
A Description of Allowable Costs/Expenses will be provided to the potential providers. This sheet documents allowable expenses to the program. Basically, all costs have to be directly associated with the provision of the Alzheimer's Adult Day Service.
6. Is there a specific or recommended format for the Staffing Qualifications information section?
Information requested for this section includes, provider program organizational chart, accompanying job descriptions, and current resumes of staff holding the positions documented within the organizational chart.
7. Section 3.2 references subcontractors. Adult Day Cares will subcontract with persons who provide entertainment for the ADC Clients (such as a musician). Would these small subcontracts be included in this section as being included in the proposal?
Any subcontractors providing core services utilized for this program should be identified in this section and the accompanying agreed rate of the subcontracted service provided should be documented in Section C-4 (Other) of the budget summary. If a proposed subcontractor is providing entertainment services only, they are not required to be identified in this section and the proposed entertainment and related expenses should be shown as a specific budget line.
8. Should the copies of the proposal in PDF and Word format be contained on the same disk?
Yes

9. Should the Appendices (C, D, E & F) and the cover letter be included on the CD copy of the proposal as well as submitted in “hard copy” format?

Although it is not required, it is recommended that the signed forms be included on the CD proposals in PDF format. Word format would not be required for these particular forms.

10. Is it permissible to have a different cost in one county compared to another? Can a proposal be submitted with two rates?

Yes, it is permissible to have variable rates for different counties; however it is required to complete separate budget sheets to document the differences with the costs per county.

11. Can the confidential information be included on the same CD as the proposal?

No, any confidential info such as the organizational charts that are part of your supporting information but are not part of your core proposal must be included on a separate CD labeled as “Confidential”. Proposals are considered confidential up until the time there is a fully executed contract. The proposals become the property of the state of Delaware and anyone can request a copy of your proposal through Freedom of Information Act (FOIA) once there is a fully executed contract. Information on the Confidential CD’s will be withheld from public disclosure providing the DHSS Procurement Administrator and/or the Delaware Attorney general’s office support the information is of a confidential nature.

12. Should the proposal be paginated?

This is not required, but the proposal should be easy to follow.

13. Should the addendums to the RFP be included on the CD’s with the submitted proposals?

No. The CD’s should only include the bidding organization proposals.

14. Do the qualifications for staffing need to be in a particular format?

The qualifications for staffing do not have to be in any particular format. A synopsis with the resume and job description will be sufficient.

15. Does the participant time include transport time if the selected provider provides transportation?

Yes. The program participant time starts when the participant is picked up by the provider and ends when they are dropped off by the provider. Transportation is not a required component to this service. If transportation is proposed the associated costs (i.e. Driver salary, vehicle maintenance) should be included in the bidder’s proposal.

16. The link to the ADC regulations was not clear in the RFP.

Below is the direct link to **Title 16 DHSS – DE Administrative Code 4400 Health Systems Protection – 4402 Regulations for ADC Facilities**

<http://regulations.delaware.gov/AdminCode/title16/4000/4400/4402.pdf>

PDF format

<http://regulations.delaware.gov/AdminCode/title16/4000/4400/4402.shtml#TopOfPage>

Section 12.3 of the regulations addresses the staffing requirements for the Alzheimer’s ADC program.

“12.3 Programs serving mainly participants with severe cognitive or physical disabilities shall have a staff-participant ratio of at least one to four (1:4) for all severely disabled participants.”

17. Will Program Income be included as part of the program budget?

Program income is highly recommended as a method to enhance and offer additional services for program participants. Providers should incorporate estimated program income within the budget summary.


18. Will there only be bids from the organizations that attended the Pre-bid meeting?

Yes, two organizations were present at the RFP pre-bid meeting; therefore there would not be any more than two (2) bids

19. Can the bidding organizations collaborate, with one contractor acting as a subcontractor?

Yes, one contractor would be the prime recipient and the other would be a subcontractor under the prime recipient. Any initial discussions between the potential bidding organizations should be void of pricing.

Alzheimer's Adult Day Service – RFP HSS 11-042
Revised Service Specifications

	DELAWARE HEALTH AND SOCIAL SERVICES Division of Services for Aging and Adults with Physical Disabilities	Alzheimer Adult Day Service Service Specification
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Revision Table

Revision Date	Sections Revised	Description
10/19/2010		Re-write of 4/26/2009 Alzheimer Adult Day Care service specifications.
1/25/2011		Removed "Waiver Service Specification" from page 1
2/21/2011	6.16	Removed : Must be unable to be left alone at home (formally 6.1.6)
2/28/2011	7.0	Revised the entire 7.0 section to include details concerning items not covered by State of Delaware Adult Day Care regulations

1.0 SERVICE DEFINITION

- 1.1 A specialized, structured, therapeutic program for persons diagnosed with Alzheimer's disease or related progressive dementia. The program provides health supervision and therapeutic activities in a group setting by professionally qualified staff. Activities are designed to give purpose and meaning to daily life. Some assistance with activities of daily living is provided. The service benefits both the person with dementia and the caregiver by providing respite care and is designed for persons who cannot live independently and might otherwise be institutionalized.

2.0 SERVICE GOAL

- 2.1 The goal of the adult day service program is to enhance the quality of life for persons with Alzheimer's disease and related dementias, and their families, by creating a therapeutic environment in which they maintain maximum functioning and independence, while preventing early and inappropriate institutionalization. To obtain this goal, the program must provide high quality programming for the participants, respite for the caregivers from care-giving tasks, and support and information to enhance the caregiver's skills.

3.0 SERVICE UNIT

- 3.1 The unit of service for adult day services is one day of service for one participant.
- 3.2 If the program provides transportation, the adult day service will begin when the participant is picked up at his/her home and will end when returned to his/her home. In order to maximize time in the center, transportation routes should be limited to one hour. If transportation is not provided, the day will begin when the participant enters the facility and will end when he/she leaves.

4.0 SERVICE AREA

- 4.1 Providers of adult day services are permitted to define sub-areas of service within the state.

5.0 SERVICE LOCATION

- 5.1 Adult day services must be provided in a facility licensed by the State of Delaware as an Adult Day Care Facility.

6.0 SERVICE ELIGIBILITY

- 6.1 To be eligible for adult day services, the participant:
 - 6.1.1 Must be eighteen (18) years of age or older
 - 6.1.2 Must be a resident of the State of Delaware
 - 6.1.3 Must be diagnosed with Alzheimer's disease or other progressive dementia and have documentation of a physician's evaluation
 - 6.1.4 Must be able to benefit from the program
 - 6.1.5 Must have documentation of a recent medical examination (within the last 6 months) certifying that the participant is free of contagious diseases
 - 6.1.6 Must live with a caregiver who either works outside the home or needs temporary relief from care giving
- 6.2 The Adult Day Service program does not serve individuals who:
 - 6.2.1 Are capable of living independently;
 - 6.2.2 Require skilled nursing care (i.e. 24-hour nursing care);
 - 6.2.3 Capable of functioning in a less restrictive environment (i.e., senior center);

7.0 SERVICE STANDARDS

- 7.1 Adult day services centers must be licensed as an Adult Day Care facility in Delaware.
- 7.2 Adult day services must meet or exceed the standards listed below:
 - 7.2.1 Must comply with all applicable federal, state, and local laws, rules, policies, regulations and standards
 - 7.2.2 The facility shall be open for operation at a minimum of eight (8) hours per day.
 - 7.2.3 Space should be adequate for carrying out group and individual activities without crowding.
 - 7.2.4 Space should allow for confidentiality for participant interviews/counseling.
 - 7.2.5 The environment should facilitate the linkage between past and present.
 - 7.2.6 Through participant/caregiver interview and observation, the adult day service provider will complete a functional assessment of the participant's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform the activities of daily living (ADL), prior to admission, to determine if the applicant is appropriate for adult day services.
 - 7.2.7 All participants will be admitted for a thirty (30) day trial period. At the end of the trial period, a decision will be made through consultation among the participant, family and program staff concerning the participant's continued participation in the program.
 - 7.2.8 When a participant's needs no longer require or cannot be met by the program and staff, discharge will be discussed with the caregiver.
 - 7.2.9 Information and referral to other programs for which the participant might be eligible, referring the participant to proper services as necessary and providing assistance to the participant in gaining public benefits.
 - 7.2.10 The provider will notify the participant's family and physician, if necessary, of changes observed in the health status of a participant.
 - 7.2.11 The provider will give health education/counseling to participants and families/caregivers.
- 7.3 Allowable Activities - Services include, but are not limited to:
 - 7.3.1 Health monitoring

- 7.3.2 Medication administration and monitoring
- 7.3.4 Daily nutritious meals and snacks
- 7.3.5 Main meal should be well balanced and provide one-third of the Recommended Daily Allowance
- 7.3.6 Breakfast and lunch may be provided
- 7.3.7 Dietary supervision
- 7.3.8 Provision of special diets, based on physician's orders, prepared through consultation with a qualified dietitian or nutritionist, when possible
- 7.3.9 Social, recreational, physical, rehabilitative, or other activities/therapies as part of the plan of care
- 7.3.10 Opportunities for walking in a safe environment
- 7.3.11 Continued contact with the community, through outings, when appropriate.
- 7.3.12 Assistance with activities of daily living (ADL's), as needed
- 7.3.13 Transportation coordination, when possible.
- 7.3.14 Caregiver support group and opportunities for caregivers to improve their care-giving skills through meetings, counseling, information and education
- 7.3.15 Social service referrals, as needed
- 7.3.16 Social activities that include: art, music, fitness exercise, gardening, mental stimulation, historic recall, cooking, games, outings, reminiscence activities, etc.
- 7.3.17 Activities are provided on both a group and individual basis.
- 7.3.18 Activities are to be designed to give purpose and meaning to daily life.
- 7.3.19 Encouragement of appointments with health professionals such as speech, physical, or occupational therapists, if necessary.

7.4 Prohibited Activities

- 7.4.1 Provision of nursing care, unless by a RN or LPN.
- 7.4.2 Provision of care outside of the adult day services facility, other than outings
- 7.4.3 Provision of medical services, unless provided by an MD
- 7.4.4 Provision of services to a participant who is a resident of a nursing home, foster care home, or assisted living facility.
- 7.4.5 Provision of individual, group, or family counseling unless provided by a degreed professional with formal training in counseling
- 7.4.6 Provision of services to out-of-state residents.

7.5 Staff Requirements - Paid staff and volunteers must demonstrate the following:

- 7.5.1 Management of persons with dementia
- 7.5.2 Verbal and non-verbal communication skills
- 7.5.3 Awareness of specific losses likely to be experienced by persons with dementia with a focus on the loss of reasoning.
- 7.5.4 The sanitary handling of food
- 7.5.5 Fire safety
- 7.5.6 Basic first aid with an emphasis on choking and coronary attacks

8.0 WAITING LISTS

- 8.1 When the demand for a service exceeds the ability to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provided; or, until the applicant no longer desires services. The waiting list must be managed in accordance with the DSAAPD Policy Manual X-K, Client Waiting Lists. In all cases, the reason for the selection of an individual ahead of others on the waiting list must be documented (e.g. in writing and available for review).

9.0 CALCULATION FOR NUMBER OF SERVICE UNITS

9.1 The following calculations shall be used to determine the number of service units for Adult Day Services.

9.2 The program must first establish a minimum number of operating days per year using the following:

Example:

365	days per year
-104	(less 104 weekend days)
- 12	(less 12 holidays)
<u>- 5</u>	(less 5 days for weather, miscellaneous) operating days per year

9.3 After establishing the numbers of operating days (using the example in 9.1) use the following formula to determine the number of service units:

(# of oper. days/year x average daily census = # of service units).

Example:

	244	operating days per year
x 25		participants per day
	6,100	service units

10.0 INVOICING REQUIREMENTS

10.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contract, Policy X-Q, Invoicing.

10.1.1 The following information will also be included on the invoice:

10.1.2 Number of operating days eligible for payment for the billing period.

10.1.3 Participant legal name.

10.1.4 Service Units provided per participant.

10.1.5 Total Service Units provided.

10.1.6 Service Unit Cost.

10.1.7 Total DSSAPD funds earned.

11.0 PROGRAM REPORT

11.1 The provider will complete a Quarterly Program Performance Report pursuant to the DSAAPD Policy Manual for Contract, Policy X-S, Reporting.